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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME EveryCall Communications, Inc.
QUARTER / YEAR 2nd / 2011

Month:	APR	MAY	JUN
Number of Customer Access Lines	<u>434</u>	<u>403</u>	<u>365</u>
Trouble Reports / Access Line (%)	<u>0.2%</u>	<u>1.2%</u>	<u>2.7%</u>
Customer Out of Service Clearing Times (%)	<u>87%</u>	<u>85%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>
Commitments Fulfilled (%)	<u>0%</u>	<u>0%</u>	<u>0%</u>

Comments / Explanations: We had no orders for service in the 2nd quarter;
therefore no installations, which explains the 0% for the last two items.

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